

Northern New Mexico College
RFP#2022-004
Student Retention and Intervention Management Solution
Response to Written Questions
Posted – October 18, 2022

1. Can companies from outside USA can apply?

Answer: Yes

2. Do meetings need to be done in person?

Answer: No, Meetings can be done virtually

3. Can tasks (related to RFP) be performed outside of the USA?

Answer: Yes

4. Can proposals be submitted via email?

Answer: Yes, Page 2 and 6 of the RFP discuss submittal requirements.

5. Are there existing technology investments in student intervention? If yes, how would Northern imagine a new solution to integrate with them?

Answer: We are using Google Forms for Early Alerts. The new solution does not need to integrate with our current process.

6. What other technologies does Northern use to manage the advising process and interact with students?

Answer: We use Degree Works in the advising process, Signal Vine to interact individually with students via text and the college email (Gmail) to interact via email.

7. What strategic challenges is Northern looking to address through this RFP? Are there specific goals Northern is looking to achieve? And in what time period?

Answer: Low retention and graduation rates. Improve retention and graduation by at least 25% in a 3-year period and 5-year period, respectively.

8. What is the total enrollment of students anticipated to be using the solution?

Answer: approximately 1,000

9. Describe how Northern measures success. What metrics is Northern looking to impact with this partnership?

Answer: Success is measured through enrollment, retention, graduation numbers, and placement in the workforce. Through this partnership we are looking to increase our retention and graduation numbers.

10. What, if any communication technologies are Northern using today (to facilitate emails and/or text messaging)?

Answer: Signal Vine and the college email (Gmail)

11. What, if any, appointment scheduling technologies is Northern using today?

Answer: DaySmart Appointments are used for scheduling Math Tutoring appointments. Google calendar is also used.

12. Page 9 indicates the requirements for the letter of transmittal, which is similar to Appendix A. Do you require only Appendix A to be completed and attached for the "Letter of Transmittal" section of our response?

Answer: Appendix A will suffice; however, this is indicating that Offeror has accepted the conditions governing the procurement per Appendix B-General Requirements.